



University
of Glasgow

Ann Campbell
request-128194-a2defc2b@whatdotheyknow.com

06 September 2012

Our Ref: FOI 2012/192 – F0231911

Dear Ms Campbell,

Re: Freedom of Information (Scotland) Act 2002 – Request for Information

Thank you for your email which was received by the University on 05 September 2012 timed 09:47 hours, requesting the following information:

- a. How many problems have been reported by users of MyCampus since 1st August 2012?**
- b. How many of these problems have been resolved?**
- c. What has been the cost of fixing these problems in terms of person-days?**
- d. Has David Newall, the convenor of MyCampus project board, accepted the responsibility for the malfunction of MyCampus for the second year running? Please supply the documented evidence including the relevant minutes of meetings of the Senior Management Group and the Principal Advisory Group.**
- e. Has any member of the MyCampus Team been reprimanded for the failure to deliver a working system for the second year running? I am not interested in knowing the name of the person, a “Yes” or “No” answer will suffice.**
- f. If no one has been reprimanded could you please tell me why?**

As the University of Glasgow is a Scottish Public Authority, your request is subject to the terms of the Freedom of Information (Scotland) Act 2002 (“FOISA”). The University acknowledges receipt of your request and confirms a response will be sent to you promptly; and in any event not later than 3 October 2012. The Freedom of Information Office will contact you if we require any further information.

Yours sincerely,

Data Protection and Freedom of Information Office

DATA PROTECTION AND FREEDOM OF INFORMATION OFFICE
Main Building, University of Glasgow, Glasgow G12 8QQ
Data Protection: Telephone: 0141-330-3111 E-Mail: dp@gla.ac.uk
Freedom of Information: Telephone: 0141-330-2523 E-Mail: foi@gla.ac.uk
The University of Glasgow, charity number SC004401



The information that you supplied with your Request for information will be entered into a filing system and will only be accessed by authorised persons of the University of Glasgow or its agents. The information will be retained by the University and will only be used for the purpose of (a) processing your Request for information, and (b) for statistical and audit purposes. By supplying such information you consent to the University storing the information for the stated purpose. The information is held by the University in accordance with the provisions of the Data Protection Act 1998.